



## DEPARTMENT OF THE NAVY

DIRECTOR, SPACE AND NAVAL WARFARE  
INFORMATION TECHNOLOGY CENTER  
2251 LAKESHORE DRIVE  
NEW ORLEANS, LA 70145-0001

SPAWARINFOTECHCENINST 5311.1  
ITC25

15 Nov 2001

### SPAWARINFOTECHCEN INSTRUCTION 5311.1

Subj: DIRECTORS ADMINISTRATIVE SUPPORT PROCEDURES

Ref: (a) SECNAVINST 5216.5D  
(b) SECNAVINST 5210.11D  
(c) SPAWARINFOTECHCENINST 5216.1  
(d) SPAWARINFOTECHCENINST 5211.1

1. Purpose. Establish procedures for administrative office support of the Space and Naval Warfare Information Technology Center (SPAWARINFOTECHCEN) Director/Deputy (herein referred to as Front Office support) and Directorate Directors/Deputy Directors.

2. Policy. Supervision of personnel and daily operations of administrative support is delegated to the Director, Administrative Management Department (ITC25).

### 3. Responsibilities

a. Director, Administrative Management Department (ITC25) will develop procedures, train personnel, provide relief watch to the Front Office support, and monitor operations to ensure personnel are aware of and perform support requirements.

b. Administrative support personnel (this includes any relief watch) will ensure complete understanding of the functions to accomplish daily operations.

4. Action. Administrative support personnel will ensure the following actions are completed. Refer any questions or difficulties to the Director, Administrative Management Department (ITC25) for assistance.

#### a. Morning Muster

(1) All assigned administrative support personnel will:

(a) Muster in (and out at the end of the day) on the Personnel Tracking System.

(b) Pick up mail from the SPAWARINFOTECHCEN (ITC25D) Mail Room for the directors.

(c) Direct guests to the break area for coffee if they so desire.

(d) Ensure the directors daily schedules are placed on their desk.

(2) Front office support personnel will additionally:



(a) Pick up any messages left overnight at the Security Office (ITC201), or voice mail from extension 7-5500, and provide this information to the directors via voice mail or E-mail (verify their preference).

(b) Check out the command duty pager to any person designated as "Acting" directorate director. Ensure that they sign for receipt and return in the Command Duty Pager Log Book. Annotate on a Post-It-Note the name of the individual, the number, and the directorate in which they are "Acting," and the duration of duty. Place the Post-It Note on the Cell and Pager Listing page for the duration of duty. Remove upon completion of duty. Ensure the Duty Pagers are returned and locked up. E-mail to all directors and the Director, Administrative Management Department (ITC25) the name of the "Acting" directorate director and duration of duty.

b. Daily Operations

(1) Maintain the Calendar of Events and daily schedules. Personnel will schedule (and reschedule (when needed)) appointments, coordinate meeting attendance, remind the directors of scheduled appointments, and keep customers informed of any delays or reschedule requirements.

(2) Log all correspondence received in the Correspondence Routing Log Book (large green binder). Annotate the date received, correspondence identifying information, current status, date logged out, and the routing location.

(3) Open and route all routine incoming mail. Do not open any mail marked "Personal For" or "Sensitive". Refer these to the Deputy (ITC01), Legal Counsel (ITC00L), or the Director, Administrative Management Department (ITC25) for resolution.

(4) At a minimum of twice a day, empty, log out (in the Correspondence Routing Log Book), and route correspondence from the directors out boxes.

(5) Do not allow anyone access to the directors unless specifically directed to do so. Inform visitors that the Director/Deputy is busy on a project at the moment. Refer to the schedule, and if available, call into their office to inform them of the visitor and request direction.

(6) Front office support will additionally file and maintain the correspondence "Read Board" files.

c. Administrative Support Binders. Personnel will maintain and ensure the accuracy of the information contained in the Administrative Support Binders. Personnel will inform the Director, Administrative Management Department (ITC25) of any discrepancies or irregularities within these binders. All personnel will refer to these binders for the procedures to perform assigned functions.

(1) All Administrative Support Binders will include:

(a) Two months of the director/deputy daily schedules will be updated as changes occur.

(b) Telephone Etiquette Tips. This listing provides transfer procedures and etiquette on answering the telephones.



15 Nov 2001

(c) Instructions for scheduling meetings with the directors.

(d) Listing of directorate directors/deputy directors cell telephone and pager numbers. This listing is used to locate these individuals for the Director/Deputy when they are not in their offices.

(e) Instructions for scheduling the conference, audiovisual, and video teleconference rooms.

(f) Command organization charts.

(g) Telephone directories. At a minimum, this will contain the SPAWARINFOTECHCEN and the SPAWARSYSCOM directories.

(h) Chain of command listing.

(i) A travel section providing instructions to schedule travel and travel claim submission information.

(j) Department of the Navy Correspondence Manual (SECNAVINST 5216.56), reference (a).

(k) Department of the Navy Standard Subject Identification Codes (SECNAVINST 5210.11D), reference b.

(l) SPAWARINFOTECHCEN Correspondence Regulations (SPAWARINFOTECHCENINST 5216.1), reference (c).

(m) Directors Administrative Support Procedures (SPAWARINFOTECHCENINST 5311.1), reference (d).

(2) Front Office Support Binders will additionally include:

(a) Instructions for relief watch personnel to "log in" on Front Office computers to perform their daily functions.

(b) Very Important Person (VIP) listing. Locate and interrupt the Director if in receipt of any phone call from the VIP listing.

(c) Frequent callers listing.

(d) Administrative relief watch personnel's monthly back-up support schedule.

d. Vacation/absence from work area:

(1) Directorate support personnel will:

(a) Upon any departure from work area during the day, inform the front office administrative support personnel of the reason and duration of this departure. Provide the current status of directors, and duration of absence. Upon return to the work area, inform the front office support personnel.

(b) Inform the front office administrative support personnel and the Director, Administrative Management Department (ITC25), via E-mail when the Directorate directors will be on leave. Ensure the "Acting" director reports to the front office to sign out a Duty Pager, if needed.



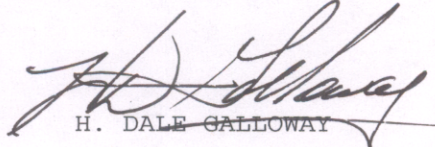
SPAWARINFOTECHCENINST 5311.1  
15 Nov 2001

(2) Front office support personnel will ensure coordination through the Administrative Support Services Specialist (ITC251A) for any scheduled and unscheduled leave requirements.

(3) Administrative Department relief watch personnel will ensure coordination through the Administrative Support Services Specialist (ITC251A) for any scheduled and unscheduled leave requirements. Annual leave will not be approved on the dates front office relief watch is scheduled unless a substitute is designated.

(4) Government support personnel will ensure leave slips are coordinated and initialed by their directors prior to approval by the Director, Administrative Management Department (ITC25).

e. CORs will ensure appropriate contracting servicing offices are in receipt of this instruction for those personnel assigned to these functions.



H. DALE GALLOWAY

Distribution: (SPAWARINFOTECHCENINST 5218.1)  
Lists A, B, and F

Front Office Support Personnel  
Directorate Support Personnel  
Administrative Department Support Personnel